# GOVERNMENT OF INDIA
# COMMUNICATIONS AND INFORMATION TECHNOLOGY
# LOK SABHA

UNSTARRED QUESTION NO:3196
ANSWERED ON:14.12.2005
STREAMLINING OF MOBILE SERVICES
Tripathy Shri Braja Kishore

**Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:**

(a) whether the Government and the Telecom Regulatory Authority of India (TRAI) have chalked out any plan to streamline the services of Mobile telephone operators in the country;

(b) if so, the details in this regard;

(c) the number of private operators against whom the Government has received complaints in this regard;

(d) the number out of them against whom the Government and the TRAI have taken action during each of the last three years; and

(e) the details thereof?

## Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) Telecom Regulatory Authority of India (TRAI) monitors the performance of service providers regularly. Recently, TRAI has issued directions to mobile service providers for ensuring compliance to the Quality of Service Regulation.

(c) to (e) The complaints have been received against all the private operators. In case of unsatisfactory redressal of complaint by the private operator, individual subscribers are free to approach Consumer Redressal Forum. However, on general complaints from the consumers against the service providers on various issues viz. billing etc., TRAI has taken a number of measures to protect the interest of consumers including issuance of sixteen directions in the last three years.